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Circular Letter

TO: CONTRACTING EMPLOYERS, CONTRACTING HEALTH PLANS,
CalPERS-AFFILIATED EMPLOYEE AND RETIREE ASSOCIATIONS

SUBJECT: TOLL-FREE NUMBER CALLING ERRORS

In July 2003, the California Public Employees' Retirement System (CalPERS) instituted a new toll-free telephone number – **(888) CalPERS (225-7377)** – for all customer service calls to the CalPERS' Customer Contact Center for members and the Employer Contact Center for employers. Feedback about this customer service enhancement has been very positive.

Unfortunately, with this change to a toll-free **888** number, we have been informed by the business that owns the **800** number that spells out CalPERS that it has been receiving numerous incorrectly dialed calls per day that are intended for CalPERS. In addition to being very disruptive to its business, the company is charged for each call.

The company also told us that in some instances callers were given the incorrect number by one of our business partners – an employer, health plan, or a public employees' or retirees' association.

CalPERS has pledged to assist the company with this problem. Therefore, please double check your members communication media such as newsletters, flyers, brochures, ads, correspondence, and Internet site to make sure that any reference to the CalPERS' toll-free customer service number is correctly listed as **(888) CalPERS (225-7377)** – **and not 800**. Also, please advise your staff of this situation and encourage them to be extra careful about giving out the CalPERS' toll-free number correctly.

Thank you for your cooperation on this matter.

Kenneth W. Marzion, Chief
Actuarial and Employer Services Division